

## ABSTRACT

**Abstract:** A psychological contract breach (PCB) occurs when employers and employees violate expectations and obligations. It may have a negative impact and result in low organizational commitment, low employee engagement, and job dissatisfaction. The current study aims to investigate the different determinants that lead to Psychological Contract Breach (PCB) among healthcare professionals during the COVID-19 pandemic. This research will help organizations better manage their employees if such an event occurs in the future. The study followed a qualitative approach, conducting structured interviews with healthcare workers in the Hyderabad region who had worked during COVID-19. The data was collected from 16 participants using the purposive sampling method. Both in-person and telephone interviews were conducted, and theme analysis was used to examine the collected data. The study found that the main causes of PCB during COVID-19 were: an increase in workload; long work hours; a lack of personal protective equipment (PPE); role conflicts; job rotation; unfair compensation; fear of infection; work-life conflict; pressure from management; mistreatment; humiliation; and a lack of management support. The study recommends that organizations should focus on the well-being of healthcare workers and provide them with adequate resources to ensure that they feel valued and supported.

**Key Words:** Covid-19, Healthcare workers, Psychological Contract Breach.